

PDR RID Report

Date Last Modified 7/21/95

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Document PDR

Phone No 202-358-0772

RID ID PDR 177

Review CSMS

Originator Ref

Priority 1

Section MSS

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Figure Table

Category Name Design-MSS

Actionee Project

Sub Category Ghostbusters - single point of contact

Subject Scope of MSS: No single point of contact

Description of Problem or Suggestion:

The "EOSDIS" does not appear to have a single point/person that knows the status of all of its elements and has the authority to initiate action. Each element has its own MSS (e.g., Ecom, EDOS, FOS, SDPS,...) and this is appropriate but one element needs to be overall manager.

Originator's Recommendation

Recommend that ECS MSS be designed to be high-level manager for all of EOSDIS, not just ECS. That is, a person (or entity) should be able to go to a single point with any problem in the EOSDIS and an overall manager can monitor system trends. A user (internal or external) should not have to know the elements of EOSDIS to begin the process of resolving a problem (e.g., as simple as an integrated help desk).

GSFC Response by: Hal Folts

GSFC Response Date 7/13/95

For effective control of interdomain operations of the EOSDIS enterprise, a cooperative distributed management concept must be developed and initiated. Users of a specific domain would use that domain's help desk, and that domain would have the responsibility to manage its own resources. However, through the application of the new electronic bonding technology, interdomain problems would be resolved through interchange of appropriate trouble tickets and data (shared knowledge). The SMC would oversee, and help coordinate, interdomain operations to ensure effective enterprise-wide operations. A comprehensive EOSDIS enterprise management concept needs to be developed to define the bonding interfaces and knowledge to be shared cooperatively between domains for integrated enterprise management operations. It is proposed the the ESDIS Distributed Systems and Networks Office (DSNO) take the lead for establishing a working group of interested parties to develop this concept jointly.

HAIS Response by: Forman

HAIS Schedule

HAIS R. E. Armstrong

HAIS Response Date

Status Closed

Date Closed 7/21/95

Sponsor Hunolt/Kelly/Folts

***** Attachment if any *****